

POWSZECHNY ZAKŁAD UBEZPIECZEŃ SPÓŁKA AKCYJNA

organizational structure

President
of the Board

Members of the Board

- internal audit
- compliance
- corporate management
- PZU Group corporate governance
- PZU Group strategy
- strategic analyzes
- corporate communication
- client communication
- legal consulting
- reinsurance
- real estate
- sustainable development

HR Department:

- HR management
- HR operations

Health Insurance Department:

- health insurance development and quality management
- medical services and standards management
- analysis

- corporate security
- AML in PZU Group
- process analysis and efficiency
- customer experience management
- retail distribution strategy
- direct sales
- sales support
- sales analyzes

Corporate Client Department:

- corporate sales management
- risk analysis, underwriting and risk assessment
- corporate product management
- financial risk insurance
- corporate business strategy and development
- corporate business service

Marketing, Sponsoring and Prevention Department:

- marketing
- sponsorship
- prevention

Dealer Programs Department:

- dealer programs

Digital Processes, Services and Platforms Development Department:

- processes digitalization
- development of digital services and platforms
- after-sales customer service

Group Network Department:

- branch network management

Multiagency and Brokerage Sales Department:

- multiagency and brokerage sales and sales network management

Own Sales Department:

- own sales and sales network management

IT Department:

- design and efficiency of IT
- development of IT systems
- management of IT systems and services
- innovations

Cooperation with Banks and Strategic Partners Department:

- assurbanking
- bancassurance and strategic partnership programs

- risk management
- administration
- purchase

Claims and Benefits Service and Remote Channels Department:

- claims and benefits service
- assistance
- remote customer service

Insurance Operations Department:

- insurance operations

- actuarial

Investment Department:

- treasury
- assets allocation
- long-term and portfolio investments
- real estate investments
- macroeconomic analyzes

Financial Department:

- planning and controlling
- tax policy
- accounting
- accounting operations
- debt collection
- insurance accounting
- internal operations
- information management
- CRM

Product Department:

- management of mass products and insurance programs
- health insurance management
- strategic management of the product offer
- actuarial tariff
- underwriting

Business Development Department:

- project management
- PZU Group business development